


City of Alexandria, Virginia

MEMORANDUM

DATE: JULY 29, 2021

TO: EXTENAL AUDITORS

FROM: ROBERT SNYDER, CHIEF INTERNAL AUDITOR 

SUBJECT: SNAP EDUCATION AND TRAINING MONITORING REVIEW

On March 29, 2021 the Virginia Department of Social Services (VDSS) contacted the Department of Community and Human Services (DCHS) Workforce Development Center (WDC) and notified them of their desire to schedule a monitoring review of the Supplemental Nutrition Assistance Program. (SNAP) Education and Training program. The monitoring review occurred on April 27 and 28. On July 9, 2021 the VDSS released their report on their findings. They state that their review concluded that the WDC **“was found to be in compliance, fiscally and programmatically, with Federal and State regulations that govern Virginia’s SNAP E&T programs”**.

In addition to their conclusion, they provided examples of how the WDC’s operations included noteworthy achievements to include case management services, use of virtual platforms during the Coronavirus pandemic, collaboration with internal and external partners, and cohesiveness of the training unit. Additional inquiries were made with the audit team which stated that the use of the Virginia Case Management System (VACMS) allow the VDSS to review the WDC’s work in a streamlined manner. It was also mentioned that the VDSS is operating on modified procedures to include the relaxation of time sensitive requirements based on the Coronavirus pandemic. The VDSS will eventually resume normal operations and more restrictive time requirements will be imposed.

This action completes the project and our review of this engagement will end effective the date of this memorandum. Please contact me at or robert.snyder@alexandriava.gov should you have any questions.



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

July 6, 2021

Ms. Lesa Gilbert, Director
Alexandria Department of Social Service
2525 Mount Vernon Avenue
Alexandria, VA 22301

Dear Ms. Gilbert,

The purpose of this letter is to inform you of the results of the Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) Monitoring Visit which was conducted on April 28, 2021.

Your agency was found to be in compliance, fiscally and programmatically, with Federal and State regulations that govern Virginia's SNAP E&T programs.

During the monitoring review, several noteworthy practices were identified:

- Exemplary case management services provided by Ms. Aster Alemayehu. Her dedication and commitment to each participant was detailed in the client case files maintained by Ms. Alemayehu;
- The expeditious manner in which your SNAP E&T staff pivoted to virtual platforms when presented with the challenges of the Coronavirus pandemic;
- The SNAP E&T unit's ability to keep clients engaged through the use of the World of Work Inventory (WOWI) assessment instrument;
- Creation of, probably, the best success story of the year. Through the work-based learning initiative, a SNAP E&T client went from unemployed to employed with an annual salary of \$95,000;

- Development of an extensive list of active internal and external partners. As noted during the review, this level of collaboration increases the probability of meeting the needs of each program participant; and,
- Noteworthy, also, was the cohesiveness of your employment and training unit. The teamwork, mutual support, and camaraderie displayed breeds success throughout the unit.

I wish to thank you and your staff for the courtesies extended to the monitor, Jeffery Thomas, during the review.

Please contact me if you have any questions about the SNAP E&T Monitoring review. I can be reached at 804-887-7151, or by email at julie.jacobs@dss.virginia.gov.

Sincerely,

Julie Jacobs

Julie Jacobs
Workforce Services Manager